

Implementing Fifth Third Network



Seamless implementation

Fifth Third Bank is committed to ensuring that our financial institution customers enjoy a seamless implementation process. Our Implementation Team takes pride in their extensive experience managing technical projects and has access to all of the resources required to ensure that you have the support you need to effectively manage the onboarding process within your organization.

INTRODUCTION TO THE IMPLEMENTATION TEAM

At the beginning of your project, we'll assign a dedicated Implementations Coordinator who will schedule a Project Kickoff Meeting to introduce you to Fifth Third Bank team members. The Implementation Coordinator is your primary contact throughout the process and will work with your team to develop a project schedule and to ensure the project stays on track.

- **Things to Watch For:** Welcome Email including File Format Guidelines, Client Selection Options, and Transmission Specifications.
- **Things to Do:** Complete and return the Client Setup Questionnaire to initiate setup and provide inclearing test items.

GETTING TO PRODUCTION READY

Once we have received your Client Selections, the Implementation Coordinator is focused on establishing your communications and setting up the system infrastructure required to send and receive your files. Testing is critical and, together, we will be focused on successfully passing Unit testing and UAT testing.

- **Unit Testing** is a one-day process designed to ensure that the communication systems work and we can send and receive your files. It occurs when the communication circuits are in place, and requires your team to confirm connectivity and monitor file transmission results.
- **UAT Testing** is a five-day process designed to simulate daily file processing, including quality checks, reports transmission and settlement. It requires your team to send us one file a day for five days that simulates your expected forward clearing volumes. We will also send you one file for five days. The files we send will simulate expected inclearing volumes.
 - **Things to Watch For:** "Next Steps" email providing Unit testing and UAT testing dates.
 - **Things to Do:** Schedule your team to participate in the test sessions; confirm send and receive results; update file configurations based on test results and provide inclearing test time.

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PROMOTE TO PRODUCTION

Once you have successfully completed the UAT Testing process, your Implementation Coordinator will schedule your Go Live date.

- **Things to Watch For:** Confirmation email providing production dates and production environment configurations.
- **Things to Do:** Send and receive live files, review the acknowledgement and activity reports.

POST PRODUCTION SUPPORT

We strive to ensure a smooth transition into the production environment and don't anticipate any difficulties once you are there. Even so, your Implementation Coordinator remains available to answer questions for 5 days following your production date. After that, the Technical Support Team and the Customer Service Team are available to assist your team with day-to-day inquiries.

Technical Support Team: 800-589-5355, Option 5

Customer Service Team: 800-344-5300

- **Things to Watch For:** Thank You Email containing an Implementation Survey.
- **Things to Do:** Complete the Implementation Survey.

PRE TESTING CHECKLIST

To help testing run smoothly, here are a few things to check before testing begins:

1. The X9.37 file needs to be sent in BINARY.
2. If using FTP over VPN, the quote site command needs to be RECFM=U (so the file is variable length).
3. In the X9.37 file header (01 record), positions 15-23, please review the file specifications to ensure the appropriate ID is being used.
4. In the X9.37 file header (01 record), position 5 needs to be 'T.'
5. In the header record (10 record), positions 14-22 should match the profile ID in your file header record.



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